




Welcome to this tutorial on Uplink Employer Self Service; Profile and User Maintenance. This section of Uplink allows you to update your account information, add internal users and grant external authorizations, and change your password.



While working in Uplink you should check the menu items in the Profile Maintenance section to make sure all of your account information is correct. For existing SUTA account holders this information has been imported from our existing system. If you have created a new SUTA account you entered this information during your registration process. The Profile Maintenance section allows you to update your business information on your account.



INDIANA
WORKFORCE
DEVELOPMENT

Good Afternoon Breeanne

Wednesday, March 14, 2007

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EMPLOYER LEGAL INFORMATION


BDB ASSOCIATES 601059

Doing Business As : Bdb & Associates Business Type : Association FEIN : 33-1234567

Legal Information		FEIN : 33-1234567		Primary Mailing Address	
<small>Fields marked with an asterisk * are required.</small>					
Legal Business Name *	Bdb Associates	Address Line 1 *	1234 E. Beulah Ave.		
		Address Line 2			
Doing Business As Name	Bdb & Associates	City *	Terre Haute		
Business Type*	Association	State	Indiana		
Formation Date of Corporation or Partnership		Zip/Postal *	47805		
State of Incorporation or Formation		Country *	USA		
Date Payroll Began in Indiana *	01/01/2006	If Other, select country			
		Non USA State/Province			
		Phone	123-456-7890	(999-999-9999)	
		Fax	234-567-8901	(999-999-9999)	

[Update](#)

Using the Legal Information screen you may make changes to information you have previously provided for your account. Only fields with text boxes may be updated. To make changes to any other items you must contact DWD for assistance.



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RESPONSIBLE PARTY

B08 ASSOCIATES 601059

Doing Business As : Ball & Associates Business Type : Association FEIN : 33-1234567

Fields marked with an asterisk * are required.

Responsible Party

First Name* M.I.

Last Name*

SSN* - -

Title*

Phone* (999-999-9999)

[Add & New](#) [Clear](#)

First Name	M.I.	Last Name	SSN	Title	Phone	
Breeanne		Ball	123-45-6789	President	123-456-7890	Delete Edit

The responsible party screen allows you to add or update information for responsible parties for your account. Once you have entered the new information you must click on the 'Add & New' button to accept your entry. You may also click on 'Clear' to remove the information prior to adding it to the bottom pane of the screen. At the right of the responsible party line there are 'Delete' and 'Edit' buttons which allow you to remove or make changes to the information listed for that party.

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ADDITIONAL LOCATIONS

BDB ASSOCIATES 601059

Doing Business As : Bdb & Associates Business Type : Association FEIN : 33-1234567

Fields marked with an asterisk * are required.


Additional Locations

Location Name *	<input type="text"/>
Address Line1 *	<input type="text"/>
Address Line2	<input type="text"/>
City Name *	<input type="text"/>
State*	Indiana
Zip Code*	<input type="text"/>
Phone *	<input type="text"/> (999-999-9999)
Fax Phone Number	<input type="text"/> (999-999-9999)

[Add & New](#) [Clear](#)

Name	Number	Address Line1	City Name	State	Zip Code
<hr/>					

The additional locations screen allows you to add additional business locations to your account. After entering the information you must click on the 'Add & New' button to enter it into the pane at the bottom of the screen.



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CONTACT INFORMATION

BOB ASSOCIATES 601059

Doing Business As : Bob & Associates Business Type : Association FEIN : 33-1234567

Fields marked with an asterisk * are required.

Employer Contact Person		Helpful Information
Contact Title*	<input type="text"/>	<p>Please provide the names, titles and contact information of the individuals to be contacted concerning any questions or clarifications relating to this account. Accounts must always maintain at least one contact person with the title of Registration Contact.</p>
First Name *	<input type="text"/> M.I. <input type="text"/>	
Last Name *	<input type="text"/>	
Phone*	<input type="text"/> (999-999-9999)	
Fax Phone Number	<input type="text"/> (999-999-9999)	
Email Address	<input type="text"/> (xxx@yyy.zzz)	

Contact Title	First Name	Middle Initial	Last Name	Phone	
Registration Contact	Breeanne		Bob	123-456-7890	Details Delete Edit

This is the contact information screen which allows you to update or add contact information for those listed on your account. After entering the new information at the top of the screen click on the 'Add & New' button to add it to the list at the bottom of the screen. At the right of each contact information line there are buttons that allow you to view the 'Details' of that contact, or to 'Delete', or 'Edit' the contact information.

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ASSIGN CORRESPONDENCE AGENTS

BDB ASSOCIATES 601059

Doing Business As : Bdb & Associates Business Type : Association FEIN : 33-1234567

Assign Correspondence Agents **Important Information**

Correspondence Type

Agent Details [Search](#)

☐ By checking this box, I certify that I, Breeanne Ball, am a responsible party for Bdb Associates identified for federal tax identification purposes as 33-1234567. I understand that the Indiana Department of Workforce Development (IDWD) maintains three separate and distinct correspondence groups (Benefits, Tax, and Appeals) for the purpose of providing various notices to employers. I understand that I am granting or retracting the selected agent on this screen to right to receive all IDWD correspondence from that correspondence group. I understand that my assignment or retraction thereof in no way relieves Bdb Associates of any liability that may result from Bdb Associates's agent's failure to perform its duties. I agree that Bdb Associates's agent will act in good faith to provide IDWD with all factual information necessary to resolve and

[Assign](#) [Clear](#)

Business Name	First name	Last Name	Phone	Correspondence Type	
Bookkeeping & More Inc.			812-473-3585	Benefits	Details Delete
Bookkeeping & More Inc.			812-473-3585	Tax	Details Delete

By using this screen you will be able to update or add additional correspondence agents to your account. After choosing your agent from the searchable list and then clicking on the 'Assign' button the agent will be added to the list of correspondence agents at the bottom of the screen. There can only be one agent each for tax and benefits correspondence. The same agent may be indicated for both types of information.



The User Maintenance section of Uplink gives you the capability to add internal users to your account, or to provide external authorizations for others who may need to access your account information, such as your agent.

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USER MAINTENANCE

BDB ASSOCIATES 601059

Doing Business As : Ball & Associates Business Type : Association FEIN : 33-1234567

Internal Account Users

[Delete](#) | [Add](#)

Del User Name	Contact Name	Telephone	Email	
<input type="checkbox"/> BDBALL	Breeanne Ball	123-456-7890	bdball@abcd.com	Edit

External Account Authorizations (Agents)

[Delete](#) | [Add](#)

Del Agent Name	Contact Name	Telephone	Email	
<input type="checkbox"/> NATIONAL EMPLOYERS COUNCIL, INC. (NEC)		315-471-2627		Edit

From the User Maintenance screen you will be able to add or delete internal or external account users by selecting the check box for the user and clicking on the appropriate links on the right side of the user information line. The user information may be revised using the 'Edit' link at the right of the user name information line. You may choose to add your agent as an external account user. An authorization level for the agent will be selected to allow them to maintain your account. Authorization levels range from read only capabilities to full administrative access.

The screenshot shows a web application interface for adding an internal user. At the top, a status bar displays 'Good Afternoon Breeanne', the date 'Wednesday, March 14, 2007', and links for 'Help', 'Contact', 'Resources', and 'Logout'. The main header area includes the 'INDIANA WORKFORCE DEVELOPMENT' logo on the left and the 'couplink' logo on the right. The page title is 'ADD INTERNAL USER'. Below the header, a blue bar shows 'BOB ASSOCIATES 601059'. The main content area is divided into two sections: 'Doing Business As : Bob & Associates' and 'Business Type : Association', with a 'FEIN : 33-1234567' displayed. The 'Add User Account' section contains a list of required fields, each marked with an asterisk: Username, User First Name, User Last Name, User Telephone, User Email, Retype User Email, Password (4 to 15 Characters), Retype Password, Secret Question, Answer, and Auth Level. A note states 'Fields marked with an asterisk * are required.' At the bottom of the form, there are three buttons: 'Add & New', 'Next', and 'Cancel'. A left sidebar contains a navigation menu with links to Home, Quarterly Reporting, Make A Payment, Profile Maintenance, Employer Summary, and User Maintenance (which is expanded to show User Information and Change Password).

This is the screen you will use to add an internal user to your account. A similar screen is available to add an external user (agent) to the account. All fields on this page are required. You must select an authorization level for the internal user by choosing one from the drop down list. The choices available range from profile view only to full administrator access. Once the authorization level has been selected you must click on the 'Add & New' button to complete the action.

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EDIT INTERNAL USER

BDB ASSOCIATES 601059

Doing Business As : Bdb & Associates Business Type : Association FEIN : 33-1234567

Edit User Account

User Name	BDBALL		
User First Name*	Breeanne		
User Last Name*	Ball		
User Telephone*	123-456-7890	Ext	
User Email*	bdball@abcd.com		
Retype User Email*	bdball@abcd.com		
Password*	*****	(4 to 15 Characters)	
Retype Password*	*****		
Secret Question *	Name of high school		
Answer *	Terre Haute North Vigo		
Auth Level*	Administrator		

By using this screen you will be able to edit an internal user on your account. All fields are mandatory except for user name, which the user will define. After making your changes in the text boxes click on the 'Update' button.

Profile and User Maintenance



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DELETE CONFIRMATION 

DAYCARE INC. 600882


Internal Account Users

User Name	Contact Name	Telephone	Email
PLBALL	Patience Ball	456-789-0123	rcball@1234.com

If you choose to delete an internal user this is the confirmation screen you will see. You must then click on the 'Delete' button to complete the transaction.

Profile and User Maintenance

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ADD EXTERNAL USER 

BALL DAYCARE 600524

Doing Business As : Business Type : Proprietorship FEIN : 11-1234567

Add External User Account **Important Information**

Fields marked with an asterisk * are required.

Agent Name*

User First Name

User Last Name

User Telephone

User Email

Auth Level*

☒ By checking this box, I certify that I, Sarah Ball, am a responsible party for BALL DAYCARE identified for federal tax identification purposes as 11-1234567. I understand that I am granting or retracting the selected agent on this screen full and exclusive power (based on the authorization level(s) indicated) to represent BALL DAYCARE before the Indiana Department of Workforce Development (IDWD) in connection with all matters affecting BALL DAYCARE unemployment insurance account including all claims for benefits, benefit charges, tax contributions, tax refunds, merit rating, appeals, and/or hearings until I otherwise notify IDWD. I understand that it is my responsibility to maintain and keep current BALL DAYCARE's authorized agent assignments.

This is the screen you will use when adding an external user to your Uplink account. The external user may be an agent you want to allow to access and maintain your account. A search may be done to locate the agent or the name may be entered manually in the text box. Please be sure to enter the correct information as there may be more than one agent with the same name (different locations, etc.) or a similar name. The Authorization Level must be set to allow the agent access to the account. By using the list arrow and making the appropriate selection you can choose which level of activity you want the agent to be able to complete for your account in Uplink. You must put a check mark in the 'Important Information' box to indicate you have read the information and that you are a responsible party for this account.

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DELETE CONFIRMATION  unemployment programs

BALL DAYCARE 600524

External Account Authorizations (Agents)

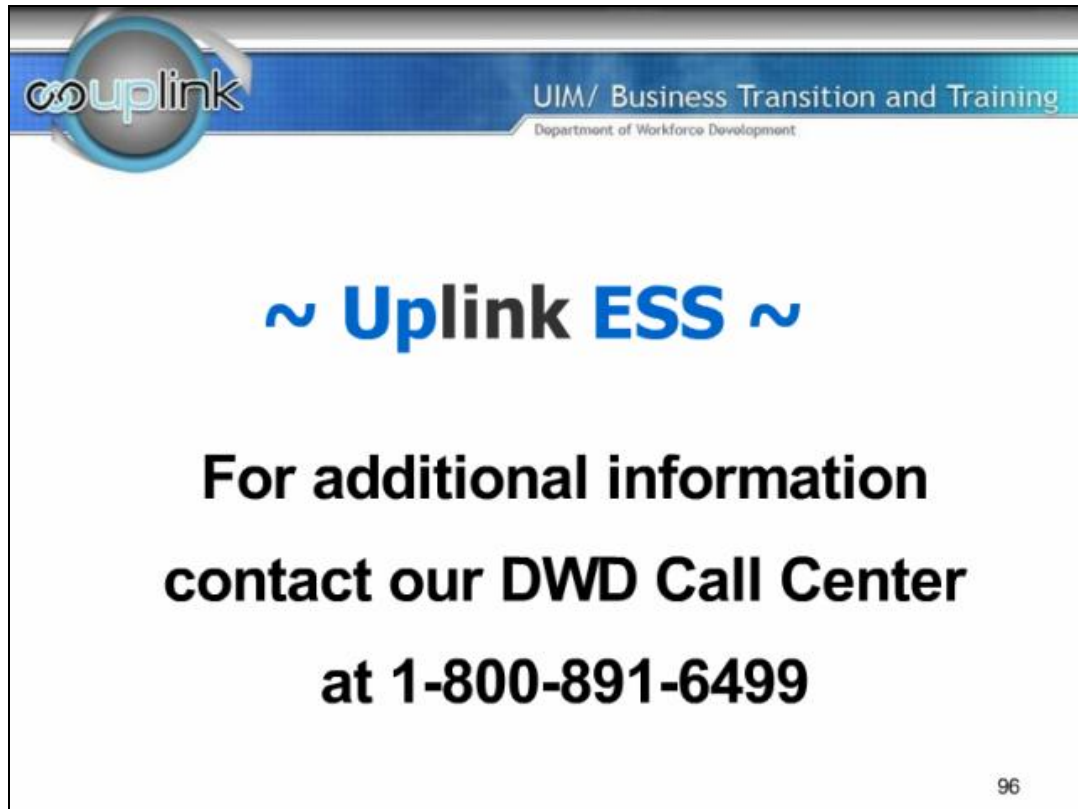
User Name	Contact Name	Telephone	Email
PEGGYLOU DOUGHNUT REVIEWS		123-456-7890	peggylou@abcd.com

If you decide to delete an external authorized user, such as your agent, you will click the 'Delete' link on the right side of the user information line on the User Maintenance screen and be taken to this page. By clicking on the 'Delete' button on this screen you will remove the external user from your account and complete your transaction.

Profile and User Maintenance

The screenshot displays the 'CHANGE PASSWORD' interface within the COUPLINK system. The sidebar on the left contains the 'INDIANA WORKFORCE DEVELOPMENT' logo and a list of navigation options: Home, Quarterly Reporting, Make A Payment, Profile Maintenance, Employer Summary, User Maintenance, User Information, and Change Password (which is currently selected). The main header area shows the user's name 'Good Afternoon Breeanne', the date 'Wednesday, March 14, 2007', and links for Help, Contact, Resources, and Logout. The page title is 'CHANGE PASSWORD'. Below the title, the user's business information is displayed: 'BDB ASSOCIATES 601059', 'Doing Business As : Bdb & Associates', 'Business Type : Association', and 'FEIN : 33-1234567'. The 'Change Password' section includes a note that fields marked with an asterisk are required. There are three input fields: 'Old Password *', 'New Password *' (with a note '(4 to 15 Characters)'), and 'Retype New Password *'. At the bottom of the form, there are 'Submit' and 'Cancel' buttons.

If you would like to change your password you can take that action from this screen. Simply enter your current password then enter your new password (making sure it is between 4-15 characters). Retype the new password to confirm and then click on 'Submit'.



Thank you for viewing this video tutorial on Profile and User Maintenance for Uplink Employer Self Service. If you would like additional assistance or need more information please contact our DWD Call Center at 1-800-891-6499.